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MO HealthNet Provider Update Bulletin: Manual Entry and Adjustments to Electronic Visit Verification (EVV) Records

MO HealthNet Division (MHD) posted [EVV Regulation Amendment Clarification](#) on January 21, 2025, to clarify requirements for manual entry and adjustments to EVV records.

Per amended regulation, all adjustments, or manual entries of EVV records must be made by a provider agency supervisor or administrator. Examples of provider staff permitted to make manual entries and adjustments include administrators, office managers, supervisors, and staff responsible for visit oversight and verification.

Without exception, the caregiver that provided the service is NOT permitted to make manual EVV entries or adjustments.

Additional information is available at [EVV State Regulation Amended](#), [MO HealthNet News](#), and [DSS Electronic Visit Verification](#)

For questions about EVV, contact Ask.EVV@dss.mo.gov. [Subscribe](#) to receive important MO HealthNet updates.



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